


|  |   |  |                              |                                       |
|--|---|--|------------------------------|---------------------------------------|
|  | <b>Position Title: Case Manager</b>             |  | <b>Team: Home Based Care</b> | <b>Region: South Eastern</b>          |
|  | <b>Supervisor: Team Leader, Home Based Care</b> | <b>Delegations and Authorities:</b><br>In Line with Delegations Policy | <b>Band: A</b>               | <b>Date Completed: 27 August 2015</b> |

## ORGANISATIONAL INFORMATION

| OUR VISION AND FOCUS   |  | ROLE CONTEXT  |
|--|--|---|
| <p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p> |  | <p>The South Eastern Region's Home Based Care Program provides out of home care to vulnerable children and young people who are unable to remain at home with their families. The program is for children and young people who are cared for and live with foster carers in the foster carer's home.</p> <p>The Case Manager will establish and maintain placements for children coming into Home Based Care. The role is to support and supervise volunteer foster caregivers who provide care to children and young people in their own home. The worker will also support the child to maintain contact with their family and engage in education programs.</p>  |
| OUR VALUES   |  | PRIMARY OBJECTIVES OF THE ROLE  |
| <p><b><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></b></p> <p><b><i>Courage:</i></b> To be the best we can be and to never give up</p> <p><b><i>Integrity:</i></b> Expect a personal and organisation commitment to honesty</p> <p><b><i>Respect:</i></b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b><i>Accountability:</i></b> Be responsible for our own actions</p> <p><b><i>Working Together:</i></b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>   |  | <p>The primary objectives of the position are as follows:-</p> <ul style="list-style-type: none"> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Work with the Senior Manager and Team Leader to ensure the provision of high quality service through appropriate policy and program development, recruitment, maintenance of supervision standards and development systems for staff and carers.</li> <li>• Develop individual case plans which specify objectives of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement.</li> <li>• Liaise with relevant services and advocate on behalf of children &amp; young people to ensure access to resources where necessary.</li> </ul> |
|  |  | REPORTING RELATIONSHIPS   |
|  |  | <p>This role is based at our Clayton Office. This role reports to the Team Leader, Home Based Care who in turn reports to the Senior Manager, Home Based Care.</p> <p>Supervision is provided by the Team Leader or the Senior Manager of the Home Based Care Program. This role has no direct reports and works in conjunction with other team members.</p>  |

## KEY SELECTION CRITERIA

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>A thorough understanding of the Foster Care &amp; Out of Home Care systems.</li> <li>The ability to work collaboratively and effectively in a team to accomplish program goals.</li> <li>Capacity, skills and experience in working with and engaging children and young people who have experienced significant trauma and demonstrate emotional and behavioural dysregulation.</li> <li>Knowledge of and ability to apply a range assessment, intervention and interactive skills with young people who have experienced significant trauma and demonstrate emotional and behavioural dysregulation.</li> <li>Demonstrated commitment to working collaboratively with capacity to negotiate and liaise with DHHS, other agencies and the community.</li> </ul> | <ul style="list-style-type: none"> <li>Understanding of the issues faced by foster carers and strategies in how best to support them.</li> <li>Willingness to work flexible hours as determined by the demands of the position, including on-call/recall support to clients and other members of the staff team.</li> <li>Strong analytical and problem solving skills.</li> <li>Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>Excellent written (including report writing) and oral communication skills.</li> <li>Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.</li> </ul> |
|---|--|

#### QUALIFICATIONS AND OTHER REQUIREMENTS

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures.</li> <li>A tertiary qualification, or equivalent training and experience, in Social Work, Youth Work or other relevant field.</li> <li>Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> </ul> | <h4 style="text-align: center;">DESIRABLE</h4> <ul style="list-style-type: none"> <li>Experience working with the Department of Health and Human Services - Child Protection</li> <li>Experience working with volunteers is desirable.</li> </ul> |
|---|---|

#### DESIRABLE

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY                           | SPECIFIC RESPONSIBILITY   |
|--|---|
| <b>Direct Service Delivery</b>           | <ul style="list-style-type: none"> <li>• Carry a case load of up to 10 children &amp; young people in the target group.</li> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Liaise with relevant services and advocate on behalf of children &amp; young people to ensure access to resources where necessary.</li> <li>• Work with children and young people, families, caregivers and other significant people in their lives to facilitate contact.</li> <li>• Provide supervision, support, education and training to volunteer caregivers.</li> <li>• Undertake caregiver assessments and annual appraisals and reviews, in conjunction with the Team Leader of Home Based Care.</li> </ul> |
| <b>Case Planning and Case Management</b> | <ul style="list-style-type: none"> <li>• Develop, in conjunction with clients, referring DHHS worker, Home Based Care Team Leader, and the Senior Manager, Home Based Care, and others as appropriate, individual case plans which specify objectives of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement.</li> <li>• Negotiate with DHHS and other service providers to ensure co-ordinated and co-operative service delivery.</li> <li>• Maintain adequate case records, and prepare all reports and documents as required by DHHS, Berry Street, Children's Court or other relevant person or service.</li> <li>• Prepare Critical Incident Reports for DHHS as required.</li> </ul>  |
| <b>Other</b>                             | <ul style="list-style-type: none"> <li>• Be prepared to carry a mobile telephone as part of a roster providing 24 hour cover in order to respond to crises when required. Also be prepared to be recalled after hours as part of this roster.</li> <li>• Represent Home Based Care and/or Berry Street South Eastern Region as required.</li> <li>• Provide reports to the Senior Manager, Home Based Care, and the South Eastern Regional Director, as requested and in the agreed format.</li> <li>• Be prepared to manage a specialist 'portfolio' (eg. Coordinate carer training) as required.</li> <li>• Other duties as directed.</li> </ul>  |



## **CONDITIONS OF EMPLOYMENT**

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. This position is fixed term until 28 September 2016.
3. You will initially be employed at our the Clayton Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
5. The base salary for this position is SCHADS Level 5, Pay Point 1 which is \$59,932.08 (pro-rata) under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy.

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

| Element              | Key Activity  | Frequency  |
|----------------------|---|------------|
| Work Environment     | Manage demanding and changing workloads and competing priorities.   | Daily      |
|                      | Work in a team environment.   | Daily      |
|                      | Work in different geographic locations.   | Daily      |
|                      | Be exposed to all outdoor weather conditions.   | Regular    |
|                      | Wear personal protective equipment (eg: rubber gloves) to provide protection from potential infectious and hazardous substances.  | Occasional |
|                      | Work in unstructured environments (eg outreach).  | Daily      |
|                      | Work office hours with the possibility of extended hours.   | Daily      |
|                      | Work in an open plan office.  | Daily      |
|                      | Work in buildings which may be two-storey.  | Daily      |
|                      | Sit at a computer or in meetings for extended periods.  | Daily      |
|                      | Present at court and other jurisdictions.   | Regular    |
|                      | Perform 'on call' duties.   | Regular    |
|                      | Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients.  | Occasional |
| People Contact       | Liaise with government, non-government and community organisations.   | Daily      |
|                      | Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police. | Daily      |
|                      | Work with clients who may have a physical or sensory disability.  | Regular    |
|                      | Interact with clients and members of the public who could display verbal or physically challenging behaviour.   | Daily      |
|                      | Support and participate with clients in recreational activities (eg: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, cricket).                           | Regular    |
|                      | Facilitate access to specialist, generic and community services.  | Daily      |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings,                   | Daily      |

|           |   |            |
|-----------|---|------------|
|           | concentrating for long periods of time, managing resources and budget and researching and analysing information and data.   |            |
|           | Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time. | Daily      |
|           | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards.  | Daily      |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions.  | Daily      |
|           | Use public transport including trains, buses, trams and taxis.  | Occasional |
|           | Drive vehicles with possible distractions from client behaviour, verbal or physical.  | Daily      |
|           | Undertake general household duties (eg: food preparation, sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking, cleaning baths, showers and toilets).    | Occasional |